Kansas Unemployment Contact Center
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Unemployment Insurance Contact Center

Work Rules / Policies
Directive: 100-01-12

Vision Statement:
One team providing exceptional service to our customers the first time. Every time.

Objective:
Work rules and polices contained herein will ensure program integrity, consistency and continuous improvement throughout the contact center system. This document will establish the policies and procedures that will be utilized to evaluate performance and identify training needs.

Standards of Conduct:
All KDOL staff is required to comply with agency policies and directives. Employees are also expected to meet standard requirements as outlined in the KDOL performance review.

- Employees are expected to perform their work satisfactorily and to maintain high standards of conduct.
- Privileged and confidential information must not be shared with others not authorized to receive such information. Employees who violate confidentiality are subject to disciplinary action which could include termination and possible legal ramifications.
- Contact Center personnel may not under any circumstance process, view or adjudicate claims for someone that they know. Issues under these circumstances must be transferred to a supervisor for handling. All adjudication for KDOL employees must be sent directly to the Benefits Unit for handling. Violations will result in disciplinary action up to and including termination.
- Contact Center staff is not allowed to conduct random queries associated with other staff members or other unit work items. Conducting such queries prevents a harmonious work environment and creates additional unnecessary work for supervisors and staff. Violations will result in disciplinary action up to and including termination.
- Telephone calls should be handled in a prompt and courteous manner, and CSR telephone lines must be kept clear for business calls. The use of contact center telephone services should be limited to official business only. Personal long distance calls and other such calls that would result in charges to the agency are prohibited. All personal non-emergency calls are to take place during break or lunch times. To ensure privacy for personal or emergency calls, telephones are available for use on lines that will not be monitored. These are located in the Supervisor work room and the vending machines located on the first floor.

Mobile Phone Usage
- Mobile phones will be on silent or turned off during work time.
- Mobile phones will be kept off your work area. That means your phone should be in your desk or other suitable area where it will not be visible.
- BlueTooth devices are not allowed during work hours.
- If you have a special circumstance that requires you to respond to a call during the day, talk with your supervisor to make those arrangements.
- Under no circumstances should an employee respond to personal text messages or social networking sites during work time

Attendance
- Each employee is expected to adhere to his or her work schedule. If the employee is unable to report to work as scheduled for any reason, the employee should notify someone on the work absence notification list at least 30 minutes prior to the start of their

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shift. This contact must be by telephone. It is not sufficient to text, leave a message with a co-worker or make contact via e-mail, nor should the notification be made by a friend or family member except under extreme situations. Such notification should be made as far in advance as possible. Failure to give the appropriate notification may result in disciplinary action.

- All employees are expected to be at their workstations and ready to take work at the beginning of their shift and work through the end of the scheduled work day. This includes having your computer on, logged in and in available status at the start of your shift. Employees may be counseled who consistently use all leave, both annual and sick leave as it is earned. Excessive use of leave has a detrimental impact on the contact center and contact center morale while having a negative impact on the individual's work performance.
- One 30 minute lunch break is required of each employee working six or more hours in a work day. One break of fifteen minutes in duration will be allowed for employees for every 4 hours of work. The needs of the job must be satisfied before breaks can be granted. Breaks are a privilege, therefore, during high workloads employees may be asked to forego breaks. All breaks will be staggered and must be taken away from your workstation. Employees may not forego breaks to accumulate extra time off or to make up for tardiness or previous absences.
- Breaks should be taken at their scheduled time.
- All leave should be scheduled in advance and at least two weeks prior to the date requested when possible. Employees are expected to cooperate fully with their supervisor to ensure that adequate staff is present to meet workload demands.
- Leave must be used for all time off.
- Vacation leave will be granted by the team supervisor based on the needs of the Contact Center.

UI Contact Center Dress Code

The UI Contact Center is a place of business and something we all need to be mindful of when we prepare to go to work for the day. The UI Contact Center has maintained a relaxed dress attire for a number of years. However, the following is a brief description of what contact center employees should consider INAPPROPRIATE attire.

- Sweat Suits
- Wind Suits
- Legging and any spandex or other form –fitting pants such as people wear for biking
- Pajama pants or pants that look like they could be pajama's
- Halter tops/Muscle shirts/Tank tops
- Spaghetti straps/strapless tops or dresses
- Mini-skirts or Mini-dresses
- Shorts/Bermuda Shorts/Skorts
- Midriff tops
- Clothing that reveals cleavage, your back, your chest, your stomach or your underwear
- Tennis shoes with holes in them
- Jeans that are badly worn or that have holes in them
- T-Shirts/Sweat shirts that have:

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- o Offensive/discriminatory sayings and/or logos
- o Logos with beer/alcohol or cigarettes
- Hats are not appropriate in the office. Head Covers that are required for religious purposes or to honor cultural tradition are allowed

These guidelines are not all inclusive and other clothing choices, such as extremely short mini-skirts, could result in the employee being asked to go home and change. It is advisable to dress in layers as the temperature does fluctuate throughout the building.

If we are going to have special visitors, an attempt will be made to notify you ahead of time so you can "dress up" a bit.

Performance Requirements:
All Units
- All employees are expected to be active team members. There are no personal workloads in the contact center.
- Employees are required to create a harmonious work environment and treat all co-workers, supervisors and managers with dignity and respect.
- Employees should not access the Internet at their workstations except for business purposes. Internet access for personal use during work time is prohibited and will result in disciplinary action up to and including termination.
- Federal benefit time lapse and quality measurements for accuracy are a contact center requirement. All employees and their work products contribute to our ability to meet federal standards. All employees are required to meet quality standards for their work products.
  - o Some examples of criteria for quality include but are not limited to:
    - Complaints (internal and external)
    - Error Rate
    - Issue detection
    - File appropriate type of claim
    - Issue all paper work that will affect benefit payment
    - Verification of information provided
    - Use of guide cards
    - Use of Einstein

Intake CSR Requirements
- Average handle times should not exceed current guidelines that you will receive from your Supervisor.
- All employees are required to meet average handle times. Average handle times are based on sliding scale and the minimum average handle times are stated above.
- All employees are to be available for calls a minimum of 85% of the time, unless otherwise assigned to offline activities by management.
- All employees are required to sign in and sign out using the appropriate AUX code. This would include starting time, breaks, lunch and other activities. AUX code Special, Conference, Check Files, Personal and Training may only be used with permission from your supervisor. It is the responsibility of the CSR to ensure that they log in and out of

their soft phone activities appropriately. Statistical reporting will not be changed for individual CSR logging errors.

Work Product & Call Monitoring

Purpose:
Work & Call monitoring in the Kansas UI Contact Center is and will be used as a means of providing best practices for training. Employees will receive direct feedback on their performance in taking claims, responding to claimant and employer inquiries and providing adjudication services. Its primary purpose is to identify training needs, acknowledge good performance and correct poor performance when necessary. Work & Call monitoring also helps identify operational inconsistencies in procedures or information provided to claimants and employers to ensure equitable treatment of everyone using our services.

Process:
At a minimum, employees will receive written feedback on any call that is monitored.   Where time permits, feedback will also include a verbal discussion between the employee and the supervisor or quality assurance associate. Employees can expect to have at least one of their work & calls monitored on a random basis each month. All work & call monitoring will be conducted by supervisors or the Quality unit. If the team determines more frequent monitoring of a CSR is necessary, the CSR and supervisor will meet to discuss the concerns and develop a plan of action to address the concerns. The team may also monitor a CSR more frequently if the CSR exhibits exceptional telephone skills or competencies.

Examples of the types of performance being evaluated during a monitored call include but are not limited to the following:
- Manner in which the employee addresses a caller. Professional and courteous?
- Tone used in addressing the caller or person called, was it appropriate, professional and courteous?
- How well did the employee acknowledge the caller or person called and assess his or her needs?
- Were the answers provided complete, accurate and clearly stated? This will also apply to fact-finding, were guide cards utilized? Were all issues addressed?
- The program knowledge demonstrated by the employee, was it accurate and consistent with current program policy and procedures?
- Training needs. Were areas identified where additional training would be beneficial?

All of the areas being evaluated in a specific call are included on a UICC Call Monitoring Checklist at the end of this memo. This UICC Call Monitoring Checklist identifies the specific areas of customer service, communication skills and quality standards that are being looked at from a performance standard perspective. However if anyone has additional areas in which they would like feedback, the checklist can be revised to include them, provided consensus is reached between staff and management. The checklist will be evaluated on how well it meets the needs

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of both supervisors and employees and will be revised as necessary. The checklist may be changed when needed to better meet its objective as a communication and feedback instrument.

Caller Confidentiality Concern:

The contact center routing system already states that calls may be monitored and/or recorded to ensure that the caller receives quality service. This is a standard procedure in businesses and service organizations relying on the telephone for service delivery.

UICC Call Monitoring Checklist:
- Gives name in greeting.
- Confirms claimant's identity.
- Explains penalties for false statements.
- Asks statistical questions appropriately.
- Asks assessment questions.
- Verifies the last employer is correct.
- Were all issues addressed and handled prior to processing the claim or the employer call?
- Asks questions on A&A related issues.
- Offers language choice for correspondence.
- Explains able, available and suitable work requirements.
- Provides work search requirements.
- Solicits and addresses all questions.
- Detailed Activity was made.
- Provides information consistent with The Employment Security Law and KDOL policy.
- Was the effective date of the claim verified before the processing of the claim?
- Uses courteous titles in conversation or person's name.
- Presents conversational voice quality not robotic or condescending.
- Explains pauses and delays and asks consent before putting customer on hold.
- Uses courtesy words such as please and thank you.
- Speaks with confidence.
- Avoids use of UI jargon. (i.e. UI, non-mon, DOL etc.)
- Keeps conversation focused and concise.
- Identifies all issues and obtains all fact finding information needed.
- Was the call ended appropriately, proper transfers made?
- Uses acceptable communication skills, written and oral.
- Was statement written in first person?
- Was all paperwork processed, complete and correct?
- Was the statement read back to claimant and/or employer? Verify correctness and asks for any changes needed.
- Uses guide cards for all fact-finding.

Corrective Action

Should employees not meet compliance requirements supervisors will first seek employee development opportunities. Under normal circumstances it may take from one to three months for newly trained staff to meet minimum average handle times. If it is determined that training will correct the unsatisfactory performance, the following course of action will be taken:

Training needs

- Retrain
- Feedback sessions
- Supervisor, employees and trainer evaluations and assessment of efficiencies
- Additional call monitoring
- Develop joint agreement on training plan including compliance deadline.
- Deliver training
- Reassess performance

Behavioral and Non-Performance

Initiate corrective action

- Employee Counseling
- Develop agreement on compliance – deadline is immediate
- Written reprimand for non compliance
- Termination

For serious violations termination may be immediate. Under certain circumstances a special evaluation may be required prior to termination.

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Memorandum of Understanding

By executing this memorandum of understanding as evidenced by the signatures set forth below, all parties certify that they have received a copy of the KDOL UI Contact Center Work Rules / Polices. The parties agree to participate in and fully support all of the work rules/policies set forth therein without reservation.

By: _____

(Typed or printed name of CSR)

_____

(Title)

_____   Date: _____

(Signature of CSR)

Contact Center Team Supervisor

By: _____

(Typed or printed name of Supervisor)

_____

(Title)

_____   Date: _____

(Signature of Supervisor)

Contact Center Manager

By: _____

(Typed or printed name of Manger)

_____

(Title)

_____   Date: _____

(Signature of Manager)